



# Nina Olsen

## Call Center Operations Manager

Call center operations professional with 6 years of experience spanning frontline service, team leadership, and operations management. Reduced call abandonment rate from 9.41% to 4.71% by redesigning queue routing logic and staggering shift start times across 18 agents. Delivers quarterly coaching programs using CRM Software, ServiceTitan, and Microsoft Office to track KPI performance and shorten new-hire ramp-up timelines.

### CONTACT INFORMATION



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Huron, SD 12345

### EDUCATION

- B.S. IN BUSINESS ECONOMICS | SOUTH DAKOTA STATE UNIVERSITY, BROOKINGS, SD | 2016 - 2020**

### KEY SKILLS

- CRM Software
- ServiceTitan
- Microsoft Office
- KPI Reporting
- Call Queue Management
- Agent Coaching
- Workforce Scheduling
- Lead Qualification
- Process Improvement
- Quality Monitoring Software

### PROFESSIONAL EXPERIENCE

#### CALL CENTER OPERATIONS MANAGER | PRAIRIE WIND HOME SERVICES, HURON, SD | 2023 - PRESENT

- Reduced call abandonment rate from 9.41% to 4.71% by redesigning queue routing logic and staggering shift start times across 18 agents.
- Raised lead conversion rate from 31.2% to 38.6% by introducing a structured callback workflow and revised scripting for outbound campaigns.
- Delivered 87 hours of coaching and product-knowledge training per quarter, cutting new-hire ramp-up time from 21 days to 13 days.
- Built weekly KPI dashboards in Microsoft Office to track abandonment, conversion, and training completion for leadership review.

#### CALL CENTER TEAM LEAD | MISSOURI BLUFF INSURANCE PARTNERS, PIERRE, SD | 2021 - 2023

- Increased lead conversion rate from 28.4% to 35.1% by coaching 12 agents on objection-handling techniques during 54 hours of monthly training sessions.
- Maintained call abandonment rate at 5.81% during a seasonal volume spike by coordinating overtime coverage and real-time queue monitoring in the CRM software.
- Created a reference library of 34 call recordings for onboarding, reducing new-agent shadowing time by 4 days per cohort.

#### CUSTOMER SERVICE REPRESENTATIVE | GLACIAL LAKES TELECOMMUNICATIONS, WATERTOWN, SD | 2020 - 2021

- Logged and resolved an average of 74 customer inquiries per shift using ServiceTitan, maintaining thorough case documentation.
- Completed 42 hours of advanced product training within the first 90 days, earning selection as a peer mentor for incoming hires.
- Contributed to the team's lead conversion by qualifying prospects and scheduling follow-up calls within 24 hours.